

2023 Open Enrollment Help Desk Support Chart – For Employees

Who do I contact with questions/issues?

	State of Delaware Employee Self-Service (ePay Security) Help Desk	Statewide Benefits Office (SBO) Help Desk	Agency/School IT Service Desk	Agency/School HR/Benefits Office
When Should I Contact Them?	<ul style="list-style-type: none"> Unable to access Employee Self-Service, because the Self-Service password reset or Account Unlock for my.delaware.gov did not work Experiencing technical issues with Employee Self-Service via my.delaware.gov (i.e., system slowness, pages not displaying, etc.) 	<ul style="list-style-type: none"> Questions about benefit programs and offerings administered by Statewide Benefits Questions about completing the Open Enrollment steps Questions about completing the Spousal Coordination of Benefits Form 	<ul style="list-style-type: none"> Challenges with your PC or laptop (including remoting in) Issues with your internet browser or pop-up blocker 	<ul style="list-style-type: none"> Forgot your personal email address you used to sign into my.delaware.gov Employee Self-Service tile is not available when logged into my.delaware.gov; Confirm with HR you created your myDelaware identity using the exact same legal first and last name, and same MyDelaware/Okta Login email as is in PHRST (HR may need to update/fix your email in PHRST) Notice your birth date or dependent information is incorrect in Employee Self-Service Do not know your Employee ID Unable to enroll or make changes to your benefits Do not have access to a computer, tablet, or mobile device Questions about school district specific benefits (as applicable)
How Do I Reach Them?	Online: Contact Us Phone: 1-866-751-7833 Email: epay_security@delaware.gov	Phone: 1-800-489-8933 Email: benefits@delaware.gov	Contact your organization's IT staff for assistance	Contact your organization's HR/Benefits Office for assistance
When Are They Available?	Monday through Friday, 8:00 am – 4:30pm	Monday through Friday, 8:00 am – 4:30pm	Assume Monday through Friday, 8:00am – 4:30pm business hours are in effect	Assume Monday through Friday, 8:00am – 4:30pm business hours are in effect

Have other questions about my.delaware.gov or Employee Self-Service not mentioned above?

Check out these resource pages: [myDelaware Help Page](#), [myDelaware and Delaware ID FAQs](#), and [Employee Self-Service FAQs](#).

Still have questions after reviewing these resource pages? Contact your organization's HR/Benefits Office for assistance.

Last Updated 3/24/2023